



TECHNOLOGY UPDATE

Welcome

In this issue we will explain how creating trouble tickets for the Helpdesk will assist with tracking pc repairs. We will also update you on Alafile and it's success in the court system and we will introduce you to two exceptional Traffic Center representatives that are going above and beyond to help defendants attempting to pay traffic tickets.

We really appreciate all of your feedback and as always, if you have any special news or announcements that you would like featured, please email us at newsletter@alacourt.gov.

E-filing thrills lawyers

By Mike Linn

Montgomery Advertiser

January 24, 2006

By next month, lawyers in Montgomery won't have to run to the county courthouse every time they want to file a motion. They can do it through cyberspace.

Montgomery and four other counties -- Baldwin, Madison, Russell and Lee -- have been testing the electronic filing program, for civil cases in district and circuit courts, since August. The Alabama Office of Administrative Courts intends to implement the system statewide by year's end.

"It will be life-changing," said Maryanne Prince, a Montgomery lawyer who often files court papers by e-mail in federal court. "I don't know of a lawyer who doesn't love it."

Prince's fellow lawyer, Billy Foxworth Sr., couldn't agree more. He won't have to wait on the letter carrier and he'll save money on postage for out-of-town cases.

"E-filing," Foxworth said, "is going to be a great big deal for us as practicing attorneys."

Under the program, lawyers file motions by e-mail to the court clerk, who then forwards them to the judge. The chief justice of the Alabama Supreme Court said he wants to make county and district courts as efficient as federal courts, which already allow lawyers to file motions by e-mail.....

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Alabama Judicial Building
300 Dexter Avenue
Montgomery, AL 36104

Newsletter Spotlight

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Birthdays

E-filing

Trouble Tickets

Traffic Call Center

January Birthdays

Becky Drago 16

Sam Wingard 18

Jeannine Stringer 22

Patricia Johnson 29

February Birthdays

Allen Williams 10

Timothy Wyatt 11

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Dean Hartzog 20

Elizabeth Swift 20

Joe Bruner 27

Erica Coleman 27

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"The only time I've ever been booed in a speech was when I bragged to the forestry industry that we'd be paperless in two years," said Drayton Nabers Jr., who was appointed Chief Justice in 2004. "The federal courts have proved to us that this system is very efficient."

The Internet-based program is one of many the Administrative Office of Courts has implemented within the last year: Motorists now can pay some traffic fines online and state troopers now use computers to generate tickets.

Lawyers need about two hours of training to learn how to use the system, and 12 Montgomery attorneys already have registered for the program, said Tim Wyatt, e-filing project manager.

Electronic filing for criminal cases in county and district courts is expected to come later, he said.

"We want to crawl before we walk," Wyatt said.

Having Problems with your pc?

The PC Helpdesk can help. There are three ways to request assistance if you are having problems with you personal computer. One way is to create a trouble ticket using the following steps:

- Visit www.alacourt.gov
- Click on Helpdesk
- Click Enter Ticket
- Enter your SJIS user ID or AC0 number

Or you may select your county and office from the drop down menu.

Once you have successfully entered the above information, continue with the request by entering as much detail as possible about the problem that you are having with your system. A technician will make all efforts to access and track the trouble ticket within 24 hours of the request.

Another way that you can request assistance for your pc is by emailing the helpdesk at pchelp@alacourt.gov . If you are unable to email, you can also call the helpdesk at 1-866-954-9411, option 1 and then option 1 again for the pc helpdesk. Helpdesk technicians are available Monday thru Friday, 8:00am until 5:00pm except Holidays. The Helpdesk is fully staffed and ready to accept your calls; However, in some instances a specific technician may not be available due to travel in the field. Please dial the above helpdesk phone number as opposed to dialing direct extensions as this will eliminate transfers and will also reduce the chance of getting voicemail.



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Chiandra Thomas
Traffic Call Center Agent



Brandy Cox
Traffic Call Center Agent

Traffic Center Agents Learn Spanish

The Traffic Call Center's team goal is to provide callers with superior customer service while assisting them with their traffic needs. They have surpassed ordinary expectations by dedicating themselves and providing excellent service to all defendants. The Traffic Service Center is aware of the growing needs for Spanish speaking agents. Two of the Call Center's agents have devoted their personal time to learn the language and make each caller's experience equivalent.

Chiandra had 2 years experience from high school with Spanish I and Spanish II. She recognized the need for Spanish speaking agents early on. Chiandra motivated herself to study Spanish software on her own in order that she could become more fluent and provide this assistance.

Likewise, Brandy had 2 years of Spanish in high school, but has also enrolled in a college level Spanish course at Southern Christian University. She is self-motivated and eager to learn more of the Spanish language. Both, Chiandra and Brandy enjoy the challenge of being Spanish speaking agents. April Johnson, team leader for the Traffic Center said: "I appreciate their efforts to become more fluent. They strive to help all defendants get their tickets paid."

Congratulations to Madison County!

Alafile is a fast moving train of technology that allows attorneys and court personnel to file and accept motions electronically. Madison County has recently undergone Alafile training and were very eager to file. The first motion for their county was filed on January 6, 2006 at 8:29 am. Please continue to visit the training website at <http://training.alacourt.gov> for Alafile coming soon to your area!

Editors:

*Jeremy Darabaris
Jennifer McCartha
Joshua McCartha
Shel Singleton*